

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life

INCOME INSURANCE - COMPANY

PROTECT YOUR EMPLOYEES' EARNINGS







ABOUT US

Established in Ireland in 1939, Irish Life is now part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations.

Great-West Lifeco and its subsidiaries, including The Great-West Life Assurance Company, have a record for financial strength, earnings stability and consistently high ratings from the independent rating agencies. The Great-West Life Assurance Company has an AA rating for insurer financial strength from Standard & Poor's.

Information correct as of January 2018. For the latest information, please see www.irishlife.ie.

INCOME INSURANCE - COMPANY

 Aim	Provides a replacement income if an employee cannot work as a result of an illness or injury after a certain period of time. It does not cover unemployment.
 Cost of cover	If your employer chooses to make guaranteed payments, the cost of your cover is guaranteed for the term of your plan. If your employer chooses to make reviewable payments, the cost of your cover is guaranteed for the first five years. We will review it every five years after that time.
 Time period	Up to age 65
 Jargon-free	Yes.

COMMITTED TO PLAIN ENGLISH

There is no financial jargon in this booklet and everything you need to know is written in an upfront and honest way.



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INTRODUCTION

This booklet will give you details of the Income Insurance Company Plan. It is only a guide that allows us to explain the product to you in simple terms. There will be more specific rules and details in your Terms and Conditions booklet, which is your legal contract with us.

In this booklet, when we say 'you', we mean the life covered. However, because your employer makes the regular payments, they are the legal owner of the plan, and we will pay all benefits to them.



Our service to you...

PUTTING YOU FIRST

We are committed to providing excellent customer service to you at all times from the moment you apply right throughout the life of your plan.

When you ring us, you will get straight through to our customer service team, based in Ireland. They are on hand to listen to your questions and help you when you are looking for answers. Below is just a sample of the services we offer.

TAKING OUT COVER HAS NEVER BEEN EASIER

We want to make the process of applying for cover as simple and hassle-free as possible for you.

- We have an electronic application form that your Financial Adviser can fill in with you. Once you apply for cover using this, your adviser should know, within 24 hours, if we have accepted your application at normal rates (this means you have no existing medical conditions) and if not, what the next step is for you.
- You can track where your application is at any time by contacting your adviser, or calling us on 01 704 1010.

YOU CAN CHANGE YOUR MIND

We want to make sure that you are happy with your decision to take out Income Insurance. If after taking out this plan you feel it is not suitable, we guarantee to refund any payments you have made within the first 30 days of sending you details of your plan. The 30-day period starts from the day we send you your welcome pack.

KEEPING IT SIMPLE – CLEAR COMMUNICATION

Because financial products can be complicated and difficult to understand, we are committed to using clear and straightforward language on all our communications to you. As a result, we work with Plain English Campaign to make sure all our customer communications meet the highest standards of clarity, openness and honesty.

KEEPING YOU UP TO DATE

We are committed to keeping you informed about your plan. Because of this, every year we will send you a statement to keep you up to date with your plan details.

ONLINE SERVICES

We have a range of online services available for you.

You can check the details of your cover online by visiting our website www.irishlife.ie and logging into My Online Services. You will need a PIN, which you would have received when you started your plan. If you have lost your PIN or need a new one, contact our customer service team on 01 704 1010.

If you visit our website, you can also get a quick life cover quote and get the information you need on our range of life insurance products. Visit www.irishlife.ie for more details.

EUROPEAN COMMUNITIES (DISTANCE MARKETING OF CONSUMER FINANCIAL SERVICES) REGULATIONS 2004

If a financial service or product is provided on a 'distance basis' (in other words, with no face-to-face contact), we have to give you certain information. We have included this information under various headings in this booklet, in the customer information notice at the back of this booklet, in the Terms and Conditions Booklet and in your terms of business letter. All information (including the terms and conditions of your plan) will be in English.



How to contact us...

If you want to talk to us, just phone our Customer Service Team on 01 704 1010. They can answer questions about your plan.

Our lines are open:

8am to 8pm Monday to Thursday
10am to 6pm Friday
9am to 1pm Saturday.

In the interest of customer service, we will record and monitor calls.

You can also contact us in the following ways:

Email: customerservice@irishlife.ie

Fax: 01 704 1900

Write to: Customer service team,
Irish Life Assurance plc,
Irish Life Centre,
Lower Abbey Street,
Dublin 1.

Website: www.irishlife.ie

SOLVENCY AND FINANCIAL CONDITION REPORT

Our current Solvency and Financial Condition Report is available on our website at www.irishlife.ie.

ANY PROBLEMS?

If you experience any problems, please call your Financial Adviser or contact our customer service team. We monitor our complaint process to make sure it is of the highest standard. We hope you never have to complain. However, if for any reason you do, we want to hear from you. If, having contacted the customer service team, you feel we have not dealt fairly with your query, you can contact:

Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29

Telephone: (01) 567 7000

Email: info@fspo.ie

Website: www.fspo.ie

INCOME INSURANCE

INCOME PROTECTION

Income protection provides a regular income, which is paid out if you cannot work due to an illness or injury and is meant to replace some of your earned income. Employers usually provide income protection for their employees to make sure their standard of living does not suffer if they stop being able to work as a result of an illness or injury.

It protects you only in these circumstances - we will not pay it if the person covered becomes unemployed.

This plan does not provide any protection against unemployment.



WHAT IS INCOME INSURANCE?

Income Insurance is the product name for our income protection plan, which your employer can take out to provide a replacement income, called incapacity benefit, if you cannot work as a result of an illness or injury. After a certain period, known as the deferred period, we pay the incapacity benefit to your employer. He or she can use it to replace some of your income while you are off work.

HOW INCOME INSURANCE WORKS

We have designed Income Insurance to be as flexible as possible to suit your income protection needs. You must decide if this cover is right for you.

- Your employer decides whether they can afford to make guaranteed or reviewable regular payments and what is best for you.

- Your employer decides how much cover you need based on your current earnings, the deferred period you want (either 13, 26 or 52 weeks), how long you need the benefit to be paid for, and how long you want the cover for.
- Your employer makes regular payments to keep the cover in force.
- We provide cover until your plan ends, no matter how many claims you make.
- You must tell us when an illness or an injury stops you working.
- We pay a monthly income to your employer from the end of your chosen deferred period for as long as you are eligible.

DEFERRED PERIOD

Your employer can claim incapacity benefit if, as a result of an illness or injury, you cannot work for more than the deferred period and this results in you losing earnings. When you take out this plan, you choose a deferred period of 13, 26 or 52 weeks. This is the continuous amount of time you need to be off work before we will pay the incapacity benefit.

Please see the table below outlining when you should send in your claim form, depending on your deferred period.

Deferred period	Send in your claim form NO LATER THAN	AFTER you become unable to work as a result of illness or injury
13 weeks	8 weeks	
26 weeks	16 weeks	
52 weeks	30 weeks	

You must be totally unable to carry out the main duties of your normal job, for this cover and you must not be doing any other work. Your inability to work must arise as a result of an injury or illness, and our Chief Medical Officer must be satisfied with the evidence you provide. The main duties of your job are those you normally need to carry out and which cannot reasonably be left out or altered.

HOW MUCH COVER DO I NEED?

Your Financial Adviser will help you and your employer decide how much cover you need. That cover should reflect your income. However, to give you an incentive to go back to work, the benefit you receive must be set at a level which makes you no better off financially.

In general, the most cover you can have at any one time (including that provided under other income protection plans and continuing income from your job or pension) is:

- €250,000 a year; or
- 75% of your total yearly earnings; less
- any state benefits for disability (except benefits for children) and other forms of income you may have.

You and your employer should review your cover to make sure it continues to meet your needs as your earnings change. Your Financial Adviser can help you review your cover.

The overall maximum amount of cover we will provide is €250,000 a year.



INCREASING YOUR COVER AMOUNT

Your employer can increase your cover with our 20% top-up option. This top-up option is available to your employer every three years. If your employer does not choose this increase on two occasions when we offer it, we will not offer the top-up to them again.

On the third anniversary of your plan, your employer can top up your Income Insurance benefit by 20% without having to give us any extra evidence of your health, job, residence or pastimes. Your employer can choose to top up your cover five times.

However, the top-up limit of 20% is always based on your original amount of cover.

Please see the examples below.

Top-ups are not available:

- within five years of the end date of your plan;
- after the 15th anniversary of your plan;
- during a period of disability which lasts a week or more;
- within six months of a period of disability; or
- while you are receiving any benefit under your Income Insurance plan.

Any increases to your Income Insurance must stay within the maximum limits allowed as already described. Please see page 14 for more details.

Also, if we apply a rating or exclusion to your original plan, this same rating or exclusion will apply to any increase in benefit under this option.

Example of 20% top-up option

Original amount of Income Insurance:	€50,000
First top up (available on the third anniversary)	€10,000 = 20% of €50,000
New Income Insurance benefit amount	€60,000
Next top-up (available on the sixth anniversary)	€10,000 = 20% of €50,000 which was the original amount of cover
New Income Insurance benefit amount	€70,000
Next top-up (available on the ninth anniversary)	€10,000 = 20% of €50,000 which was the original amount of cover
New Income Insurance benefit amount	€80,000

INDEXATION

As well as the top-up option above, one year after the start of your Income Insurance plan, we will offer your employer the chance to automatically increase your cover (this is called 'indexation'). If your employer chooses this option, your cover will automatically increase each year (until you are 65) by 5% or in line with the consumer price index, whichever is higher, without you needing to provide medical evidence.

The payments your employer makes will increase by more than this to reflect the cost of the increased cover, based on your age at the time of the increase. If you, or your employer, do not take these options when they are offered, you will need to provide evidence of your health for any future increase.

ESCALATION

With escalation if we pay a claim for incapacity benefit, we will increase the incapacity benefit amount paid on the first and every anniversary of the date we start paying. The amount of the increase will be:

- the yearly rate of increase in the consumer price index for the last year;

Or

- 5%;

whichever is lower.

USING YOUR INCOME INSURANCE PLAN TO PROTECT YOUR PENSION

If you are making regular payments into an Irish Life pension plan, you can also choose to use the Income Insurance plan to protect those pension payments. (This is called pension payment protection). You choose an amount of pension payment protection at the start of the plan and, if you cannot work because of an illness or injury, we will pay that amount directly into your pension plan each month. This will help make sure your pension will not be greatly affected by you not being able to work. The maximum amount of pension payment protection you can choose is €63,500 or 40% of your yearly earnings, plus the average yearly amount of regular contributions you paid into an Irish Life Pension plan in the last three years, whichever is lower. We pay this benefit on top of your incapacity benefit.

SUITABILITY SNAPSHOT



Income Insurance could be suitable if you:

- ✓ are 18 to 54 years of age and in full-time employment;
- ✓ want to protect some of your income until you are age 65 if you cannot work because of an illness or injury (please see page 6 for more details on the limits);
- ✓ want a product that pays you a regular income if you cannot work because of an illness or injury, after a certain amount of time (deferred period);
- ✓ want the option to top up your cover at a later date;
- ✓ want your cover to continue, no matter how many claims you make;

Income Insurance could be less suitable if you:

- ✗ are unemployed;
- ✗ want protection against being made unemployed;
- ✗ want cover that continues after you are age 65;
- ✗ want a lump-sum payment for certain illnesses;
- ✗ need a life cover protection plan, with added family benefits;
- ✗ need a product with a cash-in value; or
- ✗ need more cover than is available with Income Insurance.

In any of these situations, please speak to your Financial Adviser about our excellent range of plans on offer.

IMPORTANT POINTS ABOUT INCOME INSURANCE



- If the regular payments to the plan stop, you will no longer be protected, and we will not refund any money.
- **You cannot cash in your plan – it is not a savings plan.**
- It is very important that you review your plan benefits against your current earnings, as they may not continue to meet your needs.
- At the time of a claim, your earnings must be above the level that justifies the amount of cover you have chosen. If not, you will receive a reduced benefit. In this case, we will not refund any part of the payments your employer made. Please see page 14 for more details.
- If you choose the reviewable payment option, the regular payments are guaranteed for the first five years only. Please see page 10 for more details.

We will not pay claims in certain circumstances, for example if you have not given us full information about your health. On page 15 of the booklet, we have listed a summary of the circumstances in which we will not pay claims.



INCOME INSURANCE – GUARANTEED OR REVIEWABLE

GUARANTEED AND REVIEWABLE INCOME INSURANCE

With Income Insurance you can choose from two options – guaranteed or reviewable.

With the guaranteed option, your employer benefits from the certainty that the rates we charge will never increase. The payments are fully guaranteed for the term of your plan.

However, your employer will pay a higher price for this guaranteed option. On the other hand with the reviewable option, your employer may enjoy the benefit of lower cost. The reason the reviewable option is available at a lower cost is that the payments may change in the future. The payments are guaranteed for the first five years only and may increase every five years.

GUARANTEED OPTION

With the guaranteed option, we guarantee the regular payments your employer makes will stay the same for the term of your plan. (This applies unless you or your employer changes the level of cover. Please see page 11 for more information.)

If your employer changes the level of cover, your employer's payments will increase to reflect the change in the level of cover. The rates we charge will stay the same for the term of your plan.

The advantage in choosing the guaranteed option is that your employer will always know how much they will pay for your current level of cover. However, the guaranteed Income Insurance option is more expensive than the reviewable option. With the guaranteed option, your employer is paying for peace of mind in always knowing what regular payments they will make.

REVIEWABLE OPTION

The advantage in choosing the reviewable option is that it is less expensive at the beginning than the guaranteed option. This is because we only guarantee the payments for the first five years. We have worked out the payments to maintain your chosen level of cover until your plan comes to an end. After the first five years, we will review the regular payments. The payments your employer pays could go up or down, or stay the same. Please see page 12 for more information.

Guaranteed option	Reviewable option
✓ You are safe in the knowledge that the rates we charge for cover will never change	✓ Cheaper regular payments for the first five years
✗ Slightly more expensive	✗ We will review the rates we charge after five years and your regular payments could increase, reduce or stay the same.

Examples

Please see the examples below. They are based on an Income Insurance plan that ends when the customer is age 65, for a non-smoker, with a 13-week deferred period, in occupation class 1, with €50,000 benefit, and no escalation.

Payments for some one aged 30:	
Reviewable option	€107.55
Guaranteed option	€135.76

Payments for some one aged 40:	
Reviewable option	€165.78
Guaranteed option	€208.16

The payments above do not include the 1% government levy. Quotes correct as at January 2018.

INCOME INSURANCE – THE COST

The cost of cover depends on:

- whether your employer chooses the guaranteed or reviewable Income Insurance option (regular payments with the guaranteed option are more expensive, but they will stay the same for the term of your plan unless your employer chooses to change the level of cover);
- your age (as you get older the chance of you being ill increases);
- your occupation (some occupations carry a higher risk of accidents and illness than others, and it is easier to return to work after an illness or accident in some occupations);
- whether you smoke;
- your deferred period and the age at which your cover ends; and
- your health.

The payments you make cover:

- the cost of setting up the plan, including sales and commission costs;
- the cost of providing your incapacity benefit; and

- ongoing costs.

As part of your plan we will collect any levies or taxes imposed by the government. The current government levy on life assurance payments is 1% (January 2018).

Your employer will make payments, by direct debit, every month, every three months, twice a year, or once a year.

COST OF COVER AND YOUR OCCUPATION

Your job will influence the cost of your cover and the options available. This is because some jobs are more dangerous than others. For example, an office worker will pay less for cover than a carpenter because of the increased risk of accident involved in the carpenter's job. We will also take account of how physically fit you have to be to do particular work. For example, you will need to be fitter to do manual work than you would to do a desk job. As a result, some options will not be available to certain occupations. For example, in some occupations, cover cannot continue after you are 55 or 60 and the deferred period must be 26 or 52 weeks.

Your Financial Adviser will tell you what your options are based on your current occupation. We may refuse some occupations for cover.

CAN THE REGULAR PAYMENTS CHANGE?

Guaranteed option

If your employer chooses the guaranteed option, your regular payments are guaranteed to stay the same for the term of your plan. However, if your employer tops up your Income Insurance or chooses indexation, the regular payments will increase only to reflect the cost of your increased cover. This will only happen if your employer chooses a top up or indexation on your guaranteed option.

Reviewable option

If your employer chooses the reviewable option, your regular payments are guaranteed for the first five years only. We will review your payment on the fifth anniversary of the date your plan started and every five years after that. The payment may go up or down, or stay the same.

The payments are based on our expected cost of providing cover in the future. We work them out to maintain your chosen level of cover until the end date of your plan. This means your payments will only change at a review if our expected cost of providing this reviewable cover changes.

At each review, we will consider our actual claims experience and our updated view on what we expect the cost of providing cover for this plan will be in the future. If we receive more claims than we expect or if the expected cost of providing cover increases, payments may rise. Any change in the payments can happen only on a review date.

You can find more information on our payment review process, and the factors which may or may not cause a change in the payments, in your Terms and Conditions booklet. If we decide to change the payments, we will tell your employer and we will give them a choice. For example, if the payments increase, they can either increase their regular payments or reduce the benefit you are covered for and keep the payments the same. There is no limit to the size of any change, but we will not change the payment if the level of change as a result of the review is small.

Other Services

Comprehensive range of services through LifeCare

The **LifeCare** range of services offers you the following, at no extra cost.



MEDCARE – A SECOND OPINION FOR PEACE OF MIND

- MedCare can help give you peace of mind if you are diagnosed with a medical condition covered by MediGuide. This means you can have an independent review of your diagnosis and treatment plan from one of a range of leading medical centres around the world.
- This service is also available to your immediate family including your spouse/partner, your children, your parents and your spouse's/partner's parents.



NURSECARE – SOMEONE TO HELP WHEN YOU'RE NOT SURE WHAT TO DO

- A service for those unsure moments like when your child has a temperature at 2am or you have a burn that's worrying you.
- There are nurses available to talk to you 24 hours a day all year round. They can help you decide the best thing to do, whether that's advice on medication or if you should visit your doctor.
- This service is provided by Intana Assist for Irish Life protection customers.



CLAIMSCARE – SUPPORT IF YOU NEED TO CLAIM

If you need to make a claim you will have a dedicated member of the claims team to help you through the process. We also offer counselling services from the Clanwilliam Institute to help support you through bereavement or illness.

For more information on the **LifeCare** range of services, log on to www.irishlife.ie/lifecare.

LifeCare gives you access to services provided by other companies which are independent from Irish Life. These services are not designed to replace the advice provided by your doctor or your own health professional, but to give you information to help direct you toward the appropriate course of action. Your access to these third party services is subject to their terms and conditions. Irish Life accepts no responsibility for these services. Irish Life may change the service providers or withdraw access to these services in the future.

A GUIDE TO MAKING A CLAIM

At Irish Life we are committed to taking care of claims as quickly as possible in a professional, polite, sensitive and sympathetic way.

If you have to claim incapacity benefit due to illness or injury which prevents you from working for more than your chosen deferred period, and which results in you losing earnings - take a look below at the best way to go about it.

FOR YOUR EMPLOYER TO BE ABLE TO CLAIM INCAPACITY BENEFIT, YOU MUST:

- fill in a claim form (your Financial Adviser will get the claim form for you or you can get one from our Customer Service Team).
- get your doctor to fill in a medical certificate, which we will provide (you will have to pay any fees your doctor charges for this).
- provide evidence of your earnings immediately before your illness or injury (in the form of a P60 and a statement from your employer);
- provide evidence of other insurance, pensions and state benefits;
- and have a medical examination or other specialist assessment which we will pay for.

Someone acting for us may also visit or phone you, for example a nurse or health claims specialist.

When we receive your claim, we, and our Chief Medical Officer, will consider your illness or injury and the main duties of your normal job

We will then assess your ability to carry out your normal job based on all the information we have. We will decide whether to accept your claim based on all the medical and financial information we have as long as you meet the definition of disability shown in the policy Terms and Conditions.

YOUR INCAPACITY BENEFIT PAYMENTS

When will my payments start?

When your payments start depends on what deferred period you and your employer have chosen. (The deferred period is the continuous amount of time you have to be off work due to an illness or injury before we will pay the incapacity benefit.)

Your deferred period can be either 13, 26 or 52 weeks, depending on your job. We will not pay any benefit until the end of this period, so the longer the deferred period, the cheaper the cover. We will make the first payment of benefit one month after the end of the deferred period. We will backdate this payment to the end of the deferred period.

When will my payments end?

We will pay incapacity benefit until:

- you return to work;
- you reach the age at which your cover ends;
- you die;
- we decide that you are fit enough to do your normal work; or
- you take up your own or another job and fail to tell us;

whichever happens first.

While we are paying incapacity benefit, your employer does not need to make payments and the cover will stay in force. Your employer will have to start making regular payments again when we stop paying incapacity benefit.



LIMITATIONS TO YOUR INCAPACITY BENEFIT CLAIM

Your employer will receive the amount of incapacity benefit you are insured for, within the following benefit limits. The maximum benefit you can receive is:

- €250,000 a year; or
 - 75% of your yearly earnings; less
 - any continuing income from work or any other source (not including investment income);
 - any pension payments;
 - any state disability or other benefits (except benefits for children); and
 - any regular payments from any other income protection plan or similar insurance;
- whichever is less.

From time to time during any claim, we will check to make sure your benefit stays within these limits. The limits aim to make sure you have a financial incentive to return to work. We will not refund any payments if, as a result of these limits, we pay less than the amount of incapacity benefit you have asked for.

While you are receiving incapacity benefit, you must tell us if you plan to return to work part-time or to take up any other paid work. If you do not tell us, all benefit payments and cover under the plan will end.



WHAT EARNINGS DO YOU TAKE INTO ACCOUNT?

If you are employed we take account of your yearly salary before deductions for PAYE assessment purposes, including overtime and regular bonuses, for the 12 months up to the date your deferred period starts.

WHAT HAPPENS IF I CHANGE JOBS, TAKE ON A SECOND JOB OR BECOME UNEMPLOYED?

If you change employer, the plan will end because your employer was making the payments to replace your income if you become unable to work while employed by them. Your new employer may apply for Income Insurance, or you can apply yourself. Your cover will also end if your employer stops trading, winds up or goes into liquidation. If you become unemployed, all your cover will end immediately. If you become unemployed during the deferred period, all cover will end immediately. You must tell us immediately if you become unemployed.

TAXATION AND CLAIM BENEFITS

We will pay the benefit direct to your employer. They will take any income tax, PRSI and Universal Social Charges (USC) in the same way as they would from a normal income.

SITUATIONS WHERE YOU WOULD NOT PAY MY CLAIM BENEFIT

We would not pay incapacity benefit in the situations listed below:

- If you have given incorrect information at any time, or if you did not tell us something that would have affected our assessment of your application when your employer first took out the plan. You must also give us all relevant information about your health and occupation on your application form. If you do not give us all the relevant information and you make a claim, we may not pay your

benefit. When your employer takes out the plan we will send you a photocopy of your application form or a summary of the medical and other information contained in it. You should check this carefully to make sure that you have answered all the questions accurately.

- If the injury or condition resulting in the claim was self-inflicted, caused by you taking alcohol or drugs, or caused as a result of you failing to follow reasonable medical advice.
- If the injury or condition resulting in the claim was caused by you taking part in any of the following activities:
 - Abseiling, bobsleighbing, boxing, caving, flying (except as a farepaying passenger on public airlines), hang-gliding, horse racing, motor car and motorcycle racing or sports, mountaineering, parachuting, potholing, powerboat racing, rock climbing or scuba diving.
- If, at the time of a claim, you are living outside Ireland or the United Kingdom. If this is the case, we will only pay incapacity benefit for up to 13 weeks in any 12-month period, and for 39 weeks in total over the lifetime of the plan.

We will not pay this benefit if you lose your job or become unemployed. If you are receiving a claim and you become unemployed, the claim will end.



RETURNING TO WORK

While you are receiving incapacity benefit under the plan you must tell us if you plan to return to work part-time or to take up any other paid work. If you do not tell us, all benefit payments and cover under the plan will end.

Returning to work part-time or to a position with lower pay

If, after a period when you were being paid incapacity benefit, you return to work part-time or to a lower-paid job, we will still pay part of the benefit if we are satisfied that you are still not able to do your normal job. It is important that you discuss any work opportunities with us before you return to work. In these circumstances, we will reduce the incapacity benefit we pay by the amount of your new earnings.

Making another claim once you are back at work

The terms of your plan are not affected by the number of claims you make. If we have paid incapacity benefit and within six months of returning to work your employer claims again as a result of the same injury or illness, the deferred period will not apply.

However, your employer must have started to make regular payments again when you returned to work.

WHAT IF MY EMPLOYER CANCELS MY PLAN?

Your employer can cancel the plan at any time by stopping their regular payments. When the plan is cancelled we do not refund any of the payments made. Your employer will only receive a refund of any payments made if they cancel within the first 30 days as mentioned above. Before cancelling, you and your employer should be sure that you do not need the cover as you would have to provide evidence of your health and occupation to get cover again. If your employer wants to cancel the plan, you should contact your Financial Adviser or write to our Customer Service Team at:

Irish Life Assurance plc,
Irish Life Centre,
Lower Abbey Street,
Dublin 1.





CONTACT US

PHONE: 01 704 1010
8am to 8pm Monday to Thursday
10am to 6pm on Fridays
9am to 1pm on Saturdays

FAX: 01 704 1900

EMAIL: customerservice@irishlife.ie

WEBSITE: www.irishlife.ie

WRITE TO: Irish Life Assurance plc, Irish Life Centre, Lower Abbey Street, Dublin 1.

In the interest of customer service we will record and monitor calls.

Irish Life Assurance plc, Registered in Ireland number 152576, VAT number 9F55923G.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.
